

# USER GUIDE

HOME MODEM



[virginbroadband.com.au](http://virginbroadband.com.au)

## PACKAGE CONTENTS

Your package should contain the following items:

- Broadband at Home modem
- Modem stand
- Power cable
- Ethernet cable
- User Guide

## GETTING TO KNOW YOUR MODEM



### 1. DISPLAY BUTTON

Toggle between displays (wake from Screensaver, view Missed Calls).

### 2. POWER BUTTON

### 3. CONNECTION BUTTON

Press to connect or disconnect from the Internet.

### 4. YOUR SIM CARD INSIDE THE SIM CARD SLOT

Please do not remove this or your service will not work!

### 5. TELEPHONE PORT

Plug your home telephone into this.

### 6. ETHERNET PORT (LAN)

This connects your computer to the Modem.

### 7. POWER ADAPTER

Please only use the supplied power pack!

### 8. FACTORY RESET BUTTON

This is hidden underneath the Modem. This may be required when the admin password has been lost, or for troubleshooting.

# TABLE OF CONTENTS

<b>GETTING TO KNOW YOUR MODEM</b> .....	2	<b>QUICK SET UP WIZARD</b> .....	17
<b>FEATURES</b> .....	2	SPECIFY A PASSWORD.....	17
SIMPLE SETUP.....	2	SETTINGS.....	17
INSTANT PROTECTION.....	2	<b>YOUR FIRST TIME ONLINE</b> .....	23
ADDITIONAL SECURITY.....	2	<b>CONFIGURING YOUR EMAIL</b> .....	23
<b>MINIMUM REQUIREMENTS</b> .....	2	OUTLOOK EXPRESS.....	23
GETTING TO KNOW YOUR MODEM.....	2	OUTLOOK 2003.....	23
<b>FRONT PANEL DISPLAY</b> .....	3	OUTLOOK 2007.....	24
THE MAIN DISPLAY.....	3	WINDOWS MAIL (VISTA).....	24
INCOMING CALLS.....	3	APPLE MAIL.....	25
MISSED CALLS.....	4	<b>CHECKING YOUR USAGE</b> .....	25
THE DISPLAY SCREEN SAVER.....	4	<b>CONFIGURING YOUR WIRELESS CONNECTION</b> .....	26
<b>SETTING UP YOUR MODEM FOR TELEPHONE AND INTERNET</b> .....	5	USING WIRELESS.....	26
<b>CONNECTING THE MODEM</b> .....	5	WINDOWS XP.....	26
<b>POSITIONING THE MODEM</b> .....	5	WINDOWS VISTA.....	27
<b>USING YOUR TELEPHONE</b> .....	7	APPLE.....	28
CONNECTING YOUR PHONE.....	7	<b>THE MANAGEMENT CONSOLE</b> .....	29
GENERAL PHONE USE.....	7	<b>CONNECTION STATUS</b> .....	29
MAKING CALLS.....	7	CONNECT / DISCONNECT.....	29
SETTING UP VOICEMAIL.....	7	<b>LOGIN STATUS</b> .....	30
RETRIEVING VOICEMAIL.....	7	SMS SCREEN.....	30
CALL WAITING.....	7	TELEPHONE SCREEN.....	30
<b>MANAGING TELEPHONE FEATURES</b> .....	8	CONNECTIONS SETTINGS.....	30
MISSED CALLS.....	8	SYSTEM SETUP.....	30
INCOMING CALLS.....	8	ADVANCED SCREEN.....	30
OUTGOING CALLS.....	8	LOG OUT.....	30
TELEPHONE SETTINGS.....	8	<b>COMMON</b> .....	
CALL FORWARDING.....	9	<b>TROUBLESHOOTING STEPS</b> .....	31
CALL WAITING.....	10	RESTORING FACTORY DEFAULT SETTINGS.....	31
CALLER ID.....	10	CHANGING THE TIME ZONE.....	31
<b>CONNECTING TO VIRGIN BROADBAND</b> .....	11	UNABLE TO MAKE OR RECEIVE CALLS.....	31
<b>CONFIGURING YOUR HOME NETWORK</b> .....	11	UNABLE TO ACCESS WEBSITES.....	33
<b>USING THE ETHERNET CABLE</b> .....	11	SLOWER CONNECTION THAN EXPECTED.....	35
<b>CONFIGURING YOUR ETHERNET NETWORK ADAPTOR</b> .....	12	<b>GLOSSARY</b> .....	36
WINDOWS XP.....	12	<b>SPECIFICATIONS</b> .....	38
WINDOWS VISTA.....	13	<b>GUIDELINES FOR SAFE AND EFFICIENT USE</b> .....	39
APPLE.....	14	<b>MY PASSWORDS</b> .....	40
<b>CONFIGURING YOUR INTERNET BROWSER</b> .....	15		
FOR FIREFOX.....	16		
FOR SAFARI.....	16		



virginbroadband.com.au

# GETTING TO KNOW YOUR MODEM

## FEATURES

The Virgin Broadband At Home Modem provides home phone functionality, along with wireless broadband Internet. Simply plug your modem in, connect your phone and computer, and you'll be making calls and you could be surfing the Internet within minutes. The Modem supports advanced mobile technologies including compatibility with GSM and 3G mobile networks and support for GPRS, EDGE, UMTS and HSDPA.

### SIMPLE SETUP

The Modem provides you with a quick installation and setup that gets you easily and quickly connected to the Internet; using an Internet browser (e.g. Microsoft® Internet Explorer 6.0, 7.0, Firefox® or Safari®) and most personal computers, including Windows® and Macintosh®. The 'Quick Setup Wizard' introduces you to the basic settings that need to be configured for use with the mobile network.

### INSTANT PROTECTION

The Modem provides a hardware firewall and supports Network Address Translation (NAT). This network service hides the computers in your network so they cannot be easily accessed from outside your network (the Internet) until a request is made.

### ADDITIONAL SECURITY

The Modem supports both Wired Equivalent Privacy (WEP) and WiFi Protected Access (WPA and WPA2) security encryption to protect your network. Security logs keep you aware of potential security risks and intrusion attempts. You can view logs through the security section of the Management Console.

## MINIMUM REQUIREMENTS

Ethernet Port if connecting via Ethernet cable.

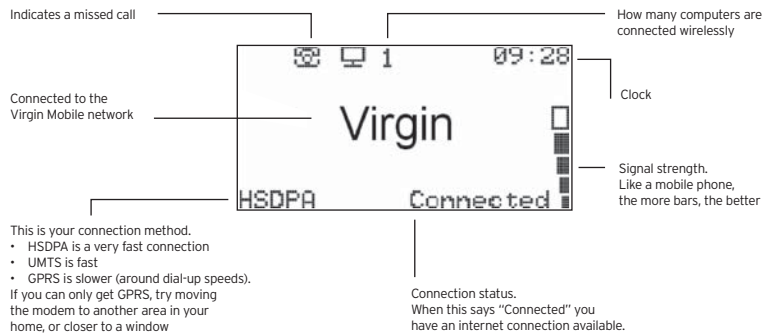
Wireless Networking Adapter if connecting wirelessly.

Compliant Internet Browser such as Microsoft Internet Explorer 6, Mozilla Firefox 2 and Safari 2 or later versions of each.

<b>MAC OSX (10.4 OR ABOVE)</b>	• APPLE™ COMPUTER WITH AN INTEL®, POWERPC G3, G4 OR G5 PROCESSOR • 512MB OF RAM
<b>WINDOWS XP</b>	• PENTIUM™ 300MHZ PROCESSOR OR EQUIVALENT • 128MB OF RAM
<b>WINDOWS VISTA HOME BASIC</b>	• 1 GHZ 32-BIT (X86) OR 64-BIT (X64) PROCESSOR • 512 MB OF RAM
<b>WINDOWS VISTA HOME PREMIUM/ ULTIMATE</b>	• 1 GHZ 32-BIT (X86) OR 64-BIT (X64) PROCESSOR • 1 GB OF RAM

# THE FRONT PANEL DISPLAY

## THE MAIN DISPLAY



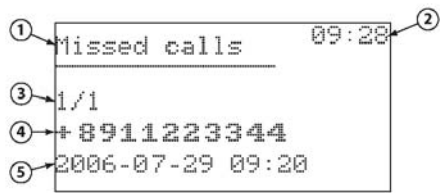
## INCOMING CALLS

When you receive an incoming call, the caller's phone number will be displayed:  
See **Using Your Telephone** on Page 7 for more information.



**MISSED CALLS**

Pressing the **Display** button will show the most recent missed call on the modem display. Continue to press the '**Display**' button to step through any further missed calls.



- 1. Missed Calls
- 2. Current time (this is only displayed when the clock is synchronised with the network after your first internet connection).
- 3. Current Call/Total number of missed calls
- 4. Phone number of missed call.
- 5. Date and time of last missed call from that phone number. You can clear the missed calls using the Modem Management Console.

See **Using Your Telephone** on Page 7 for more information.

**THE DISPLAY SCREEN SAVER**

A screen saver feature is included in the Modem to preserve the quality of the Main Display. When the Main Display is inactive for a short time, the Screen Saver activates showing the current time. The time will automatically update to AEST once connected to the Internet.



# SETTING UP YOUR MODEM FOR TELEPHONE AND INTERNET

## CONNECTING THE MODEM



1. Plug in the power cable (black) and turn the power on. The Modem will power up within 45 seconds.
2. Unplug your telephone from the wall socket, and plug it directly into the Modem. You can use a typical corded or cordless home telephone.
3. For your first time internet setup, please use the Ethernet Cable. Plug one end into the middle socket on the Modem and the other into a spare Ethernet (LAN) port on your computer.

## POSITIONING THE MODEM

Position the Modem to ensure the following:

1. Strong Mobile network signal: The Modem's display will show your network signal strength. You may find that placing the Modem near a window will ensure the best network reception. Don't be afraid to try it in a few different locations.



2. Broadband connection type: HSDPA (3.5G) and UMTS (3G) are the two broadband connection types available with the Modem. A GPRS (2.5G) connection will not provide broadband Internet speeds. If your modem is connecting with GPRS, try moving it to another location within your home. The Modem's internal antenna is directional; rotating the Modem on its axis may improve your connection.

When the Modem is repositioned, wait 10-15 seconds for the signal strength and connection type to update. You may need to push the display button (far left button on top of the modem) if the Modem screen saver is active.

If your connection type is consistently reported as GPRS, despite your repositioning efforts, please contact Virgin Broadband Support on 1300 555 100 for further assistance.



3. Strong Wireless (WLAN) signal: For best results, make sure the Modem is in a central position in your home, within a relatively equal distance of all wireless devices. The Modem should not be closer than 30cm from any one wireless device.
4. A Power Outlet is within easy reach.
5. The Modem's front panel Display is in sight and the Buttons and Connectors are within easy reach.
6. The Modem is at least 20 cm away from you.
7. The Modem is out of direct sunlight and away from heat sources, power lines, fluorescent lighting fixtures and electrical noise such as radios, transmitters and broadband amplifiers.
8. Water or moisture cannot enter the case of the Modem.



# USING YOUR TELEPHONE

## CONNECTING YOUR PHONE

The Virgin Broadband Modem is very easy to use with your telephone handset. Just follow our simple tips.

DO	DON'T
Plug your telephone directly into the Virgin Broadband Modem.	Plug your modem into telephone wall sockets.
Use Cordless phones if you want more than one telephone on the service.	Have any ADSL filters connected to the telephone cable.
	Use fax machines with this service. They will not work.

### GENERAL PHONE USE

This section is for the general use of your telephone handset such as Making Calls, Voicemail and Call Waiting.

#### MAKING CALLS

As with a standard telephone line, you should hear a dial tone when you pick up your telephone handset. If you hear a dial tone, you're ready to make calls!

**Note:** You may notice a short delay before the number you have dialled rings. This is normal for calls made through a mobile phone network. If you wish, you can speed up the dialling process by pressing the # key after the desired number.

#### SETTING UP VOICEMAIL

To activate your free Virgin Voicemail service, just dial **212** from your phone. You will be guided through the setup process, including recording your personal Voicemail message. To disable your Virgin Voicemail service, refer to the Call Forwarding section on Page 9 of this guide.

#### RETRIEVING VOICEMAIL

Whenever you receive a new Voicemail message, the dial tone on your phone will be changed to a stuttered sound. If you have this stuttered dial tone, simply dial 212 to retrieve your new messages, and the dial tone will be reset to normal.

#### CALL WAITING

When someone tries to call you whilst you are already on a call, you will hear a Call Waiting tone (two short beeps) in the background on your call.

To end your current call and answer the new one, press the following combination of buttons on your phone: **Recall, 1, #**

To put your current call on hold and answer the new one, press the following combination of buttons on your phone: **Recall, 2, #**

This combination can also be used to switch back to your original call.

# MANAGING TELEPHONE FEATURES

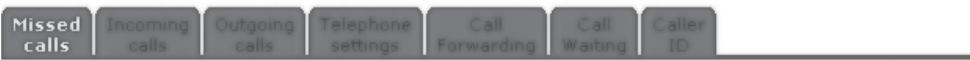
This section will explain how to manage the various telephone features available within the Virgin Broadband Modem Management Console. Please connect your Modem to the computer and complete the Quick Setup Wizard before attempting to change the telephone features.

## THE MANAGEMENT CONSOLE - TELEPHONE

Log in to the Modem Management Console and click on the Telephone option in the left hand menu. For instructions on accessing the Modem Management Console, see Page 29 of this guide.

The Telephone section of the Management Console is split into 7 sections. They are: **Missed Calls**, **Incoming Calls**, **Outgoing Calls**, **Telephone Settings**, **Call forwarding**, **Call Waiting** and **Caller ID**.

## Telephone



### MISSSED CALLS

This is the area where you can see and clear any missed calls. Simply click on the CLEAR LOG button to clear the log and remove the missed calls icon from the display screen of the modem.

### INCOMING CALLS

This is the area where you can see and clear any Incoming Calls. Simply click on the CLEAR LOG button to clear the log.

### OUTGOING CALLS

This is the area where you can see and clear any Incoming Calls. Simply click on the CLEAR LOG button to clear the log.

### TELEPHONE SETTINGS

This is the area where you can change the way in which the telephone dials numbers.

- **International Dialling Code** - This is the code needed to dial International Numbers. This field should always show 0011 as we are in Australia. You can ignore this area.
- **Dialling Timeout** - When you have finished dialling your number, the network waits for a few seconds to ensure you have finished. This number sets the amount of seconds the network will wait after the last number you pressed before it actually starts dialling.
- **Use # to end dialling** - This is the code to end the dialling with #. This tells the modem that when the # key is pressed to ask the network to dial the number.
- **Call Log** - With this enabled, your modem will record the Incoming, Outgoing and Missed calls details. You can access that information from the other tabs.

## Telephone

Missed callsIncoming callsOutgoing callsTelephone settingsCall ForwardingCall WaitingCaller ID

International Dialling Code:

0011

Dialling timeout (seconds):

5

Use # to end dialling:

☒ Enabled

Call log:

☒ Enabled

OKApplyCancel

## CALL FORWARDING

This area is where you control where your calls go to when you are on the phone, busy or don't answer.

- **All calls** - Diverts ALL CALLS to the specified number.
- **No answer** - Diverts calls to the specified number when there is no answer.
- **Unreachable** - Diverts calls to the specified number when your phone is unreachable.
- **Busy** - Diverts calls to the specified number when your phone is busy.

The functions at the top of this page include:

- **Deactivate all** will deactivate all diversions
- **Clear all numbers** will deactivate all diversions and clear all numbers from the fields
- **Check all** will query the network for the current settings
- **Refresh** will tell the modem to make sure it is displaying the most current information

Each individual type of diversion is used as follows:

- To activate a diversion, enter the number you wish to forward calls to, then click **Activate**.
- To deactivate a diversion, click **Deactivate**.
- If you wish to remove the number from the modem, click **Clear Number**.
- The **Refresh** button will tell the modem to make sure it is displaying the most current information regarding call forwarding.

## Telephone

Missed calls	Incoming calls	Outgoing calls	Telephone settings	Call Forwarding	Call Waiting	Caller ID
--------------	----------------	----------------	--------------------	-----------------	--------------	-----------

---

Deactivate all

Clear all numbers

Check all

---

**All calls**

Number:

Status: Deactivated

Activate

Deactivate

Clear number

---

**No answer**

Number:

Status: Activated

Activate

Deactivate

Clear number

---

**Unreachable**

Number:

Status: Activated

Activate

Deactivate

Clear number

---

**Busy**

Number:

Status: Activated

Activate

Deactivate

Clear number

Refresh

After you have activated call forwarding from the Management Console, the number is saved in the modem and diversions can also be turned on or off from your telephone handset. Use the following sequences to activate or deactivate call forwarding from your phone:

CALL FORWARDING TYPE	ACTION	CODE
All calls	Activate to registered number	*21#
	Deactivate	#21#
No answer	Activate to registered number	*61#
	Deactivate	#61#
Unreachable	Activate to registered number	*62#
	Deactivate	#62#
Busy	Activate to registered number	*67#
	Deactivate	#67#
All types	Deactivate	#002#

When activating or deactivating using the telephone handset, 2 short beeps will indicate a successful change, or 3 short beeps will indicate that there has been a problem and no change has been made. After the beeps the dial tone will return as normal.

**By default, voicemail is already set up on your Virgin Broadband service. If you activate an alternative diversion and you wish to reactivate voicemail, simply enter 212 as the diversion number.**

**CALL WAITING**

This screen will allow you to activate and deactivate your Call Waiting.

**CALLER ID**

This area will allow you to change your Caller ID features

- **Incoming Identification** - Click Activate to show the phone number of the person calling you (they need to have caller ID enabled).
- **Outgoing Identification** - Click Activate to show your phone number to the person you are calling.

**Telephone**

Missed calls

Incoming calls

Outgoing calls

Telephone settings

Call Forwarding

Call Waiting

Caller ID

Incoming identification

Off

Activate

Deactivate

Outgoing identification

On

Activate

Deactivate

Refresh

## CONNECTING TO VIRGIN BROADBAND

Your Virgin Broadband Modem can allow you instant access to the Internet. In most cases your computer is already configured to run the Internet and changes won't need to be made.

Simply follow the directions below:

1. Connect your computer to the Virgin Broadband Modem using the supplied Ethernet cable or your computer's Wireless Network Adaptor. See **Configuring Your Home Network**.
2. Check that the connection status on the Modem's Main Display Panel says **"Connected"**. If it doesn't, press the **Connect Button** on the top right of the Modem to connect.
3. Open your Internet web browser (e.g. Internet Explorer). You should be online and ready to surf the web! See **Your First Time Online** on page 23.

## CONFIGURING YOUR HOME NETWORK

We recommend you do your first time setup using the Ethernet cable. Remember, the WiFi is turned off by default.

### USING THE ETHERNET CABLE

1. Plug the supplied Ethernet cable into your computer and then into your Virgin Broadband Modem if you have not already done so.
2. Open your Internet browser and try to access the Management Console on the Virgin Broadband Modem by typing <http://192.168.1.1> in your Internet browser.

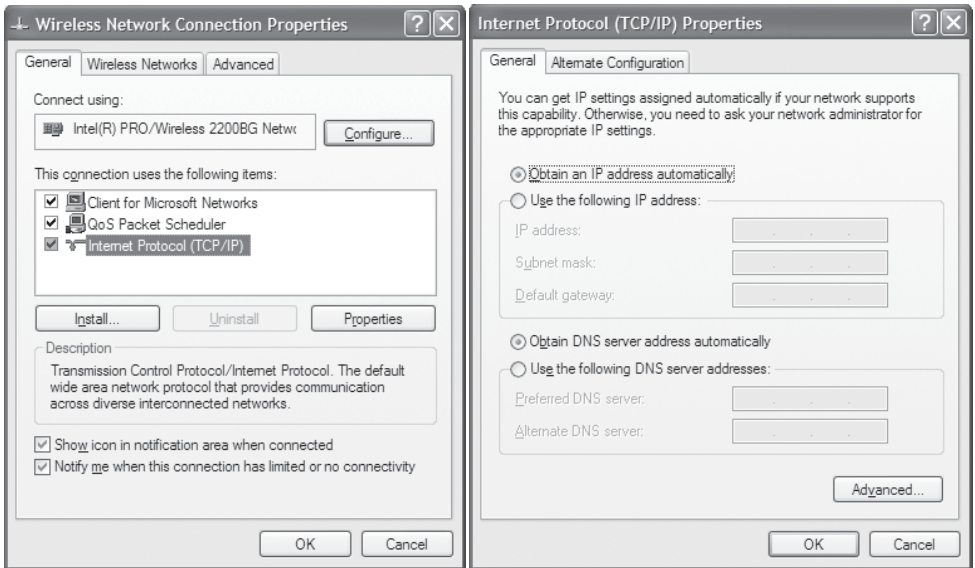
You should see the Welcome to Virgin Broadband page and then be able to continue with the Quick Setup Wizard.

## CONFIGURING YOUR ETHERNET NETWORK ADAPTOR

This step should only be done **IF** you cannot access the Management Console (<http://192.168.1.1>) otherwise please proceed to **Quick Setup Wizard** on page 17.

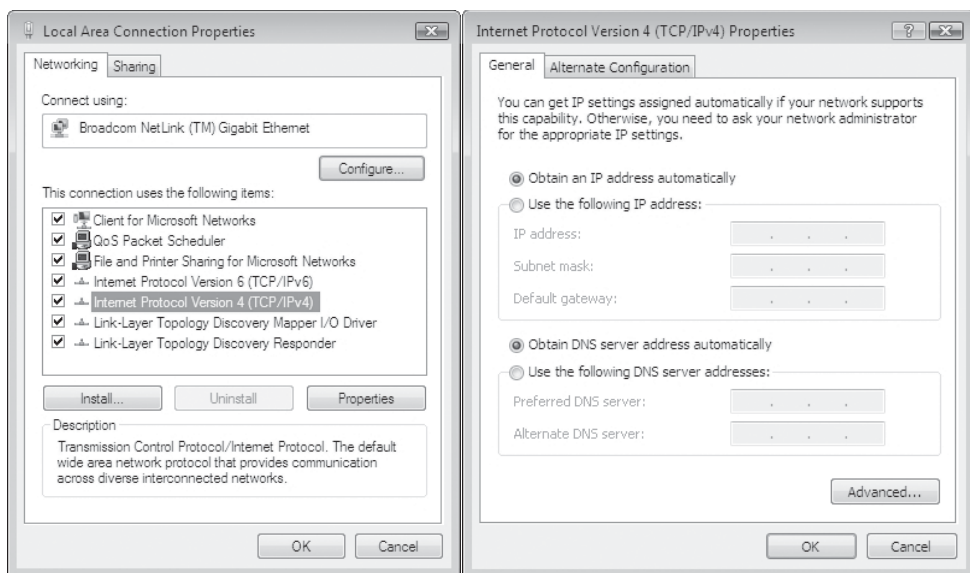
**WINDOWS XP** - Go to Control Panel and choose Network Connections.

1. If you do not see an icon with just the name **Network Connections**, then click **Switch to Classic View** on the left of the Control Panel screen.
2. Right click on your **Local Area Network Adaptor** and choose **Properties** from the menu that appears
3. Select the item **Internet Protocol** and click on the **Properties** button.
4. Make sure the following are selected:
  - a. **Obtain an IP address automatically**
  - b. **Obtain a DNS server automatically**
5. Click on **OK** to close the Internet Properties
6. Click on **OK** to close the Local Area Network Connection Properties



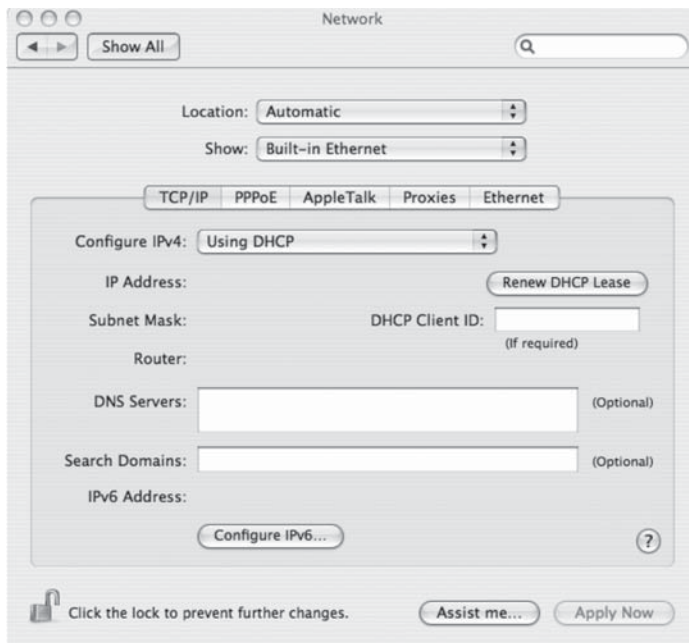
**WINDOWS VISTA** - Go to Control Panel and choose **Network and Sharing Centre**

1. Click on the line that says **View Network status and tasks**.
2. On the left of the window, click on the line that says **Manage network connections**
3. Right click on your **Local Area Network Adaptor** and choose **Properties** from the menu that appears
4. Select the item **Internet Protocol Version 4** and click on the **Properties** button.
5. Make sure the following are selected:
  - a. **Obtain an IP address automatically**
  - b. **Obtain a DNS server automatically**
6. Click on **OK** to close the Internet Properties
7. Click on **OK** to close the Local Area Network Connection Properties



**APPLE MAC 10.4** - If you do not connect automatically then create a new **Location**

1. Click Apple Mac 10.4 menu (blue icon top left)
2. Go to **LOCATION** and select **Network Preferences**
3. In the location drop down box select **New location**
4. Name the location (virgin - "you-can-make-something-up-yourself-here")
5. In the **Show** drop down (2nd from the top) box select **Network Port Configurations**
6. Untick everything except **Built- in Ethernet/Airport**
7. Click **APPLY NOW**
8. In the **SHOW** drop down box click **BUILT IN ETHERNET** and ensure the following options are correct
9. In **TCP /IP** tab ensure that Configure IPv4 = USING DHCP
10. In **ETHERNET** tab ensure that Configure = AUTOMATICALLY
11. Click APPLY NOW if you have made changes and close the window
12. Click back to the **APPLE MENU** and ensure the created location is ticked





# CONFIGURING YOUR INTERNET BROWSER

1. Open your web browser (e.g., Internet Explorer, Firefox or Safari).
2. Type **http://192.168.1.1** in the browser address bar, and press Enter. This will take you to the Virgin Broadband Modem Management Console, which is the setup program for the modem. You are not connecting to the Internet when you go to this page. You are simply getting the page from the modem.

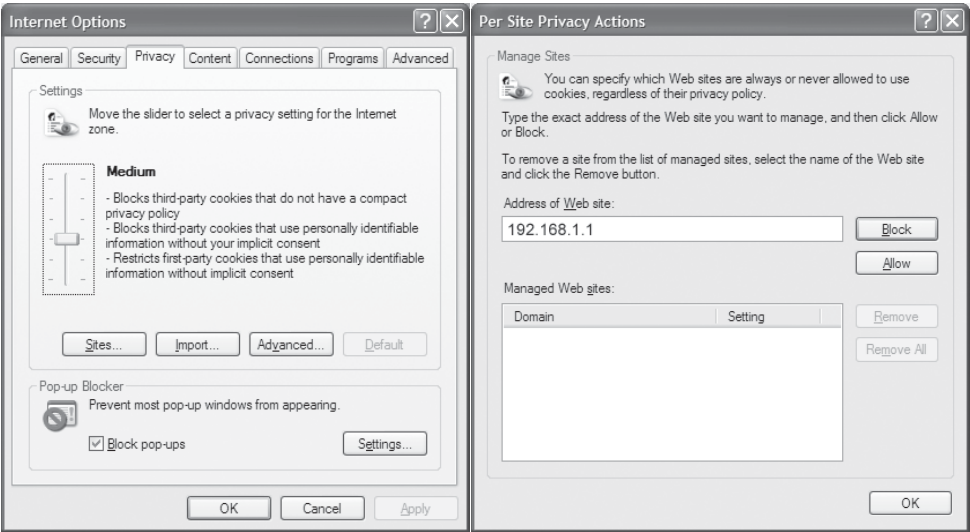
NOTE: You may need to **enable/allow cookies** for this address in order for this page to function.

To enable cookies:

**For Internet Explorer 6 and 7:** Click **Tools, Internet Options**.

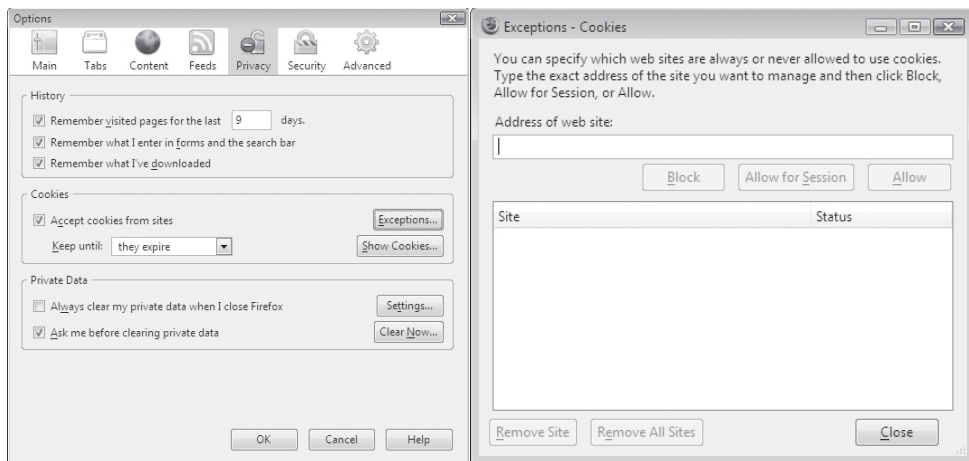
Click the **Privacy** tab and then click **Sites**

In the Address box type **192.168.1.1**, then click **Allow**. Click **OK** twice to exit.



**FOR FIREFOX:** Click the **Tools** menu and then **Options**.

Click the **Privacy** tab, in the **Cookies** section click **Exceptions:** type **192.168.1.1** and click **Allow**. Click **Close** and then **OK**.



**FOR SAFARI:** Click **Safari** from your Menu Bar and click **Preferences**. Under the **Security** tab, go to **Accept Cookies** and select: **Only from sites you navigate to**.

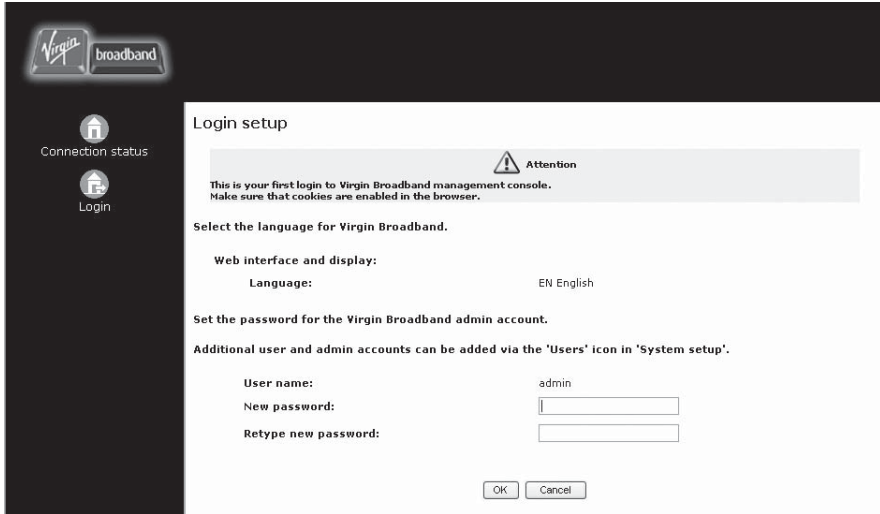


## QUICK SETUP WIZARD

### SPECIFY A PASSWORD

The first time you access this page you will need to create a password for the in-built Administrator user (initially the password is set as **admin**).

This password controls the Management Console and therefore the phone and Internet connection. It is important to keep this secure at all times. Make sure you choose something that you will remember and write it down in a secure place. If you forget this password, you will need to restore the modem to factory default settings (see page 31).



Once you have selected a password, click on **OK** and you will be directed to the **Quick Setup Wizard** page.

Your modem is pre-configured by Virgin Broadband in all aspects except your wireless security. We recommend you leave most settings as you find them except for wireless security.

### SETTINGS

#### Language:

**Australia**

#### UMTS:

##### UMTS Connect Method:

**Manually:** connect to the Internet by clicking **Connect** on the **Connection Status** page in the Management Console or press the **Connect** Button on the Modem.

**Automatically connect upon traffic:** The Modem will automatically connect when you attempt to access the Internet.

**Always Connected:** The modem is ALWAYS connected to the Internet

**In case of inactivity, disconnect after (minutes):** The default is 0 minutes. Keep this setting if you want the Modem to stay connected. Note: Incoming traffic does not count as activity.

#### Wireless:

**Wireless:** Un-ticked by default. Tick if you wish to enable wireless networking.

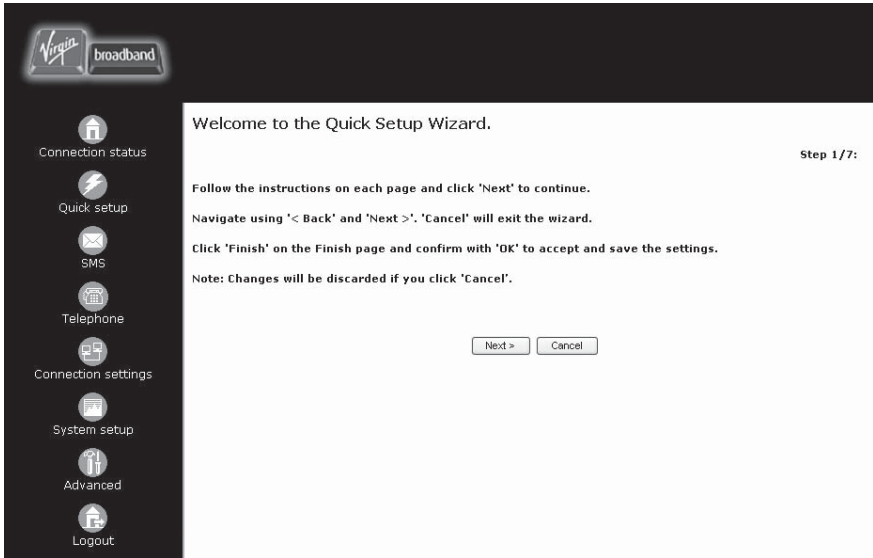
**SSID: Virgin Broadband** - This is the name of your wireless network that your computer will look for. You can change this to anything you want to personalise. Changing this is recommended to avoid confusion in case someone nearby also has the Virgin Broadband service.

**SSID Broadcast:** Ticked as **Enabled** by default

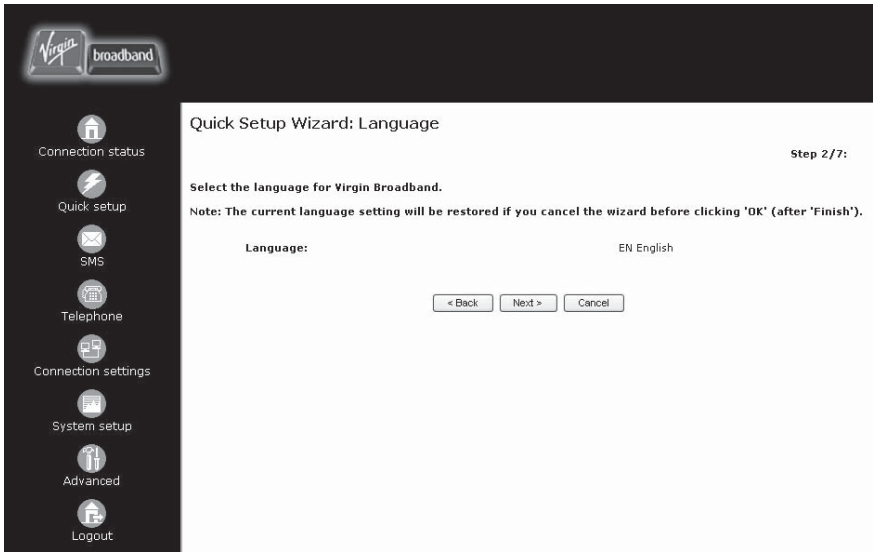
**Wireless encryption:** **Encryption:** The default is no encryption - Please input the following setting to secure your network:  
**Encryption: WEP**  
**Key Type: ASCII 128bit (13Characters)**  
**Pre-Shared Key:** (Type in a **13 character** password of numbers, letters or both)

**Firewall policy:** **Typical security** (maximum security can cause problems with browsing)

**QSW: STEP 1 of 7** - **Welcome to the Quick Setup Wizard**  
Please read the instructions and when ready, click **NEXT** to continue.



**QSW: STEP 2 of 7** - **Language**  
No changes can be made here, click **NEXT** to continue.



## - UMTS

This page is for setting **when** you want the modem to connect to the Internet. Choose a setting that is good for you and then click **NEXT** to continue

Quick Setup Wizard: UMTS

Step 3/7:

Configure Virgin Broadband UMTS settings.

- Access Point Name: Enter the APN provided by your Internet Service Provider, or accept the default.
- UMTS Connect method:
  - Connect Manually: connect to the Internet by clicking 'Connect' on the 'Connection Status' page in the management console or press the 'Connect' button on the Virgin Broadband unit.
  - Automatically connect upon traffic: Virgin Broadband will automatically connect when you attempt to send data via the Internet.
  - Always connected: Virgin Broadband will connect to the internet when possible and will remain connected.
- In case of inactivity, disconnect after(minutes): Set it to zero (0) if you want the UMTS to stay connected. The maximum is 1440 minutes (24hrs). Note: Incoming traffic is treated as inactivity.

UMTS connect method:

☐ Connect Manually

☒ Automatically connect upon traffic

☐ Always connected

In case of inactivity, disconnect after (minutes):

< Back Next > Cancel

## - WIRELESS

Here you can turn on the wireless functionality of the modem. If you choose to enable wireless, you really should configure security for the wireless network after this in Step 5. If you do not have a wireless adaptor or network card in your computer then leave the Wireless Enabled option un-ticked and click **NEXT** to continue.

Quick Setup Wizard: Wireless

Step 4/7:

Configure Virgin Broadband Wireless settings.

- SSID: The Service Set Identifier: enter a name for your local wireless network(WLAN) (maximum 32 characters).
- SSID broadcast: If you set the 'Enabled' checkbox to broadcast then other devices can detect and connect to your WLAN. Clear the checkbox to disable broadcasting and hide the name of your network. This provides minimal security as other devices have to know the SSID to connect. You can install the WLAN with this feature enabled and then disable it once you have set up Virgin Broadband and its associated wireless clients.

Wireless: ☒ Enabled


Wireless network name (SSID):

Broadcast SSID: ☒ Enabled

< Back Next > Cancel

## - WIRELESS ENCRYPTION

To setup the security for your wireless network connection use this screen **IF** you have enabled the wireless functionality in STEP 4. When ready, click **NEXT** to continue.



Connection status

Quick setup

SMS

Telephone

Connection settings

System setup

Advanced

Logout

Quick Setup Wizard: Wireless encryption

Step 5/7:

Configure the encryption of the Virgin Broadband wireless network.

Add encryption to your wireless network to prevent unauthorised traffic monitoring and access:

- No encryption: this option is not recommended except during installation of your network.
- WEP: Wireless Equivalent Privacy is a 64-bit or 128-bit encryption method with user configurable fixed keys.
- WPA: Wi-Fi Protected Access is a 256-bit encryption method with keys that change automatically over time.
- WPA2: A more secure version of WPA with implementation of the 802.11i standard.
- Keep current (radius based) scheme: this option is only available if advanced encryption settings have previously been configured.

Note: WPA/WPA2 is recommended as it provides the higher level of security due to the longer key that changes automatically. You must configure your wireless PC clients to use the same encryption type and keys. Otherwise the devices will not understand each other. Enabling wireless encryption has no security effect on wired (Ethernet) connections.

Configuring WEP: Select the desired level (128-bit provides higher security). Enter the Pre-Shared key in hexadecimal (26 characters), or in plain text (ASCII) format (5 or 13 characters).

Configuring WPA/WPA2: Enter the Pre-Shared key as a plain text (ASCII) pass-phrase of at least 8 characters.

Note: Not all wireless client equipment supports ASCII-text format. If you are experiencing problems, use the hexadecimal key format since most vendors support it. Advanced options for encryption configuration are available via the icons 'Connection Settings', 'Network Connections'.

Encryption:

WEP

Key type:

ASCII 128 bit (13 characters)

Password (Pre-shared key):

< Back

Next >

Cancel

**NOTE:** Due to the vast amount of networking equipment available around the world, Virgin Broadband can only support the following settings: WEP Encryption with an ASCII 128bit Pre-shared Key. We find that this is the most compatible setting. Feel free to use any settings you like. However, Virgin Technical Support may change the encryption settings for the purpose of troubleshooting your connection if you need to call in.

**QSW: STEP 6 of 7**

**- FIREWALL POLICY**

No changes need to be made here, click **NEXT** to continue.

The screenshot shows the 'Quick Setup Wizard: Firewall policy' screen. On the left is a vertical navigation menu with icons and labels: Connection status, Quick setup (highlighted), SMS, Telephone, Connection settings, System setup, Advanced, and Logout. The main content area has the Virgin Broadband logo at the top left. The title 'Quick Setup Wizard: Firewall policy' is at the top right, followed by 'Step 6/7:'. Below this, a text block states: 'The Virgin Broadband firewall has three pre-defined levels of security. The default, 'typical security', blocks traffic initiated by an external (Internet) source, and allows traffic initiated from the local network.' A label 'Firewall policy:' is followed by a dropdown menu showing 'Typical security'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

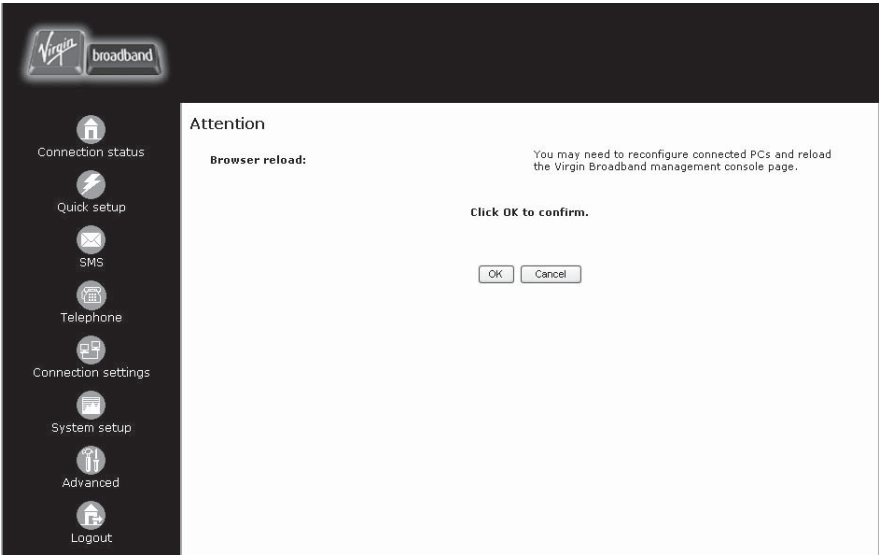
**QSW: STEP 7 of 7**

**- FINISH**

Review your changes, write down any password you need to remember and click **FINISH**

The screenshot shows the 'Quick Setup Wizard: Finish' screen. The left navigation menu is identical to the previous screen, with 'Quick setup' highlighted. The main content area has the Virgin Broadband logo at the top left. The title 'Quick Setup Wizard: Finish' is at the top right, followed by 'Step 7/7:'. Below this, a text block states: 'This page displays the configuration parameters you have selected. Confirm the new configuration by clicking 'Finish' and 'OK' to confirm.' A list of configuration parameters follows, each with a label and a value: 'Web interface and display:' (Language: EN English), 'Admin account:' (New password: [empty]), 'UMTS:' (UMTS connect method: Automatically connect upon traffic, In case of inactivity, disconnect after (minutes): 0), 'Wireless:' (Wireless network name (SSID): Virgin Broadband, Broadcast SSID: Enabled), 'Wireless Security Settings:' (Encryption: WEP, Encryption key: mustbe13exact), and 'Firewall:' (Firewall policy: Typical security). At the bottom are three buttons: '< Back', 'Finish', and 'Cancel'.

**BROWSER RELOAD** - You will need to click OK to confirm all changes and have them saved to the modem.





## YOUR FIRST TIME ONLINE

The first time you connect, you will be taken to a special **Virgin Broadband Signup Page** to activate your broadband service. Please fill in the online form using the Primary Account Holder's details.

The **Virgin Broadband Signup Page** will then allow you to create your first email address. This will become the primary email address that Virgin Broadband will send notifications to.

You can also have 4 additional email addresses available. To create these additional email addresses, simply give us a call on 1300 555 100.

## CONFIGURING YOUR EMAIL

You can access your email via our web mail page, at: **webmail.virginbroadband.com.au**

Your Username is your full email address including the "@virginbroadband.com.au" part.

Simply enter your **Username** and your **Email Password** to send and receive email. You can access this from any Internet connection.

You may choose to configure your e-mail in your choice of e-mail program. For Microsoft Windows users, we have included a CD at the back of this guide that will help configure your e-mail.

Alternatively, if you would prefer to set up your e-mail programs manually, here are the steps and settings you'll need:

**OUTLOOK EXPRESS** - To setup Outlook Express follow these steps:

1. In Outlook Express, click on the **Tools** menu and select **Accounts**.
2. Click the **Add** button and select **Mail**.
3. Enter the **Display Name** you would like to be displayed to others when you send them an email, then click **Next**.
4. Enter the email address you created when you activated your broadband service, then click Next.
5. On the E-Mail Server Names screen, enter the following settings and click **Next**:
  - a. My incoming mail server is a: **POP3**.
  - b. Incoming Mail Server: **mail.virginbroadband.com.au**
  - c. Outgoing Mail Server: **smtp.virginbroadband.com.au**
6. In the Internet Mail Logon screen section, enter the following settings and click **Next**.
  - a. Your **full email address** (including the @virginbroadband.com.au) as the Account name.  
This is case sensitive.
  - b. Enter the **password** you specified when you created the email address.
  - c. Leave "**Remember password**" ticked, "**Log on using Secure Password Authentication**" un-ticked and click **Next**.
7. Click **Finish** to complete your mailbox setup.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

**OUTLOOK 2003** - To setup Outlook 2003 follow these steps:

1. In Outlook 2003, click on the **Tools** menu and select **E-mail Accounts**.
2. Select the **Add a new e-mail account** option and click **Next**.
3. Select **POP3** and click **Next**.
4. Enter your User Information and the following Server Information:
  - a. Your Name: Enter the **Display Name** you would like to be displayed to others
  - b. Email Address: Your **full email address** you created during signup
  - c. Incoming mail server (POP3): **mail.virginbroadband.com.au**

- d. Outgoing mail server (SMTP): **smtp.virginbroadband.com.au**
- e. User Name: Your **full email address** you created during signup.
- f. Password: The **password** you created with your first email address.

5. Click **Next** to continue.

6. Click **Finish** to save the settings and then Close to exit the Internet Accounts Screen.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

**OUTLOOK 2007** - To setup Outlook 2007 follow these steps:

1. In Outlook 2007, click on the Tools menu and select Accounts Settings.
2. Select the **E-mail** tab option and click **New**.
3. In the Add New E-mail Account window, tick **Manually configure server settings** then click **Next**
4. Enter your User Information and the following Server Information:
5. Your Name: Enter the **Display Name** you would like to be displayed to others when you send them an email
  - a. Email Address: Your **full email address** you created during signup
  - b. Incoming mail server (POP3): **mail.virginbroadband.com.au**
  - c. Outgoing mail server (SMTP): **smtp.virginbroadband.com.au**
  - d. User Name: Your **full email address** you created during signup.
  - e. Password: The **password** you created with your first email address.
6. Click **Next** to continue.
7. Click **Finish** to save the settings.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

**WINDOWS MAIL (VISTA)** - To setup Windows Mail follow these steps:

1. In Windows Mail, click on the **Tools** menu and select **Accounts**.
2. Click the **Add** button.
3. Select **E-mail Account** and click **Next**.
4. Enter a Display Name and click **Next**.
5. Enter your **Virgin Broadband E-mail address** and click **Next**.
6. Ensure that **POP3** is selected in the Incoming e-mail server type field and enter the following server details:
  - a. Incoming mail: (POP3 or IMAP) server: **mail.virginbroadband.com.au**
  - b. Outgoing e-mail server: (SMTP) name: **smtp.virginbroadband.com.au** and then click **Next**.
7. Enter your **full email address** in the E-mail username field. Enter your **password** and click **Next**.
8. Click **Finish**.
9. Click **Close** to save the settings and access your email

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

**APPLE MAIL** - To setup Apple Mail follow these steps:

1. In Apple Mail client, click **File** menu and select **Add Account** and then **Continue** on the next screen.
2. On the **New Account page**, enter the following information:
  - a. **POP, Virgin Broadband, Full Name** and **Virgin Broadband email address**, then click **Continue**.
3. Enter the following in the Incoming Mail Server screen:
  - a. Incoming Mail Server: **mail.virginbroadband.com.au**
  - b. User Name: Your **full** Virgin Broadband email address
  - c. Password: Your Virgin Broadband **Email password**, then click **Continue**.
4. Leave the default settings and click **Continue**.
5. Enter the following Outgoing Mail Server: **smtp.virginbroadband.com.au** and click **Continue**
6. Leave the default settings and click **Continue**.
7. Confirm that the settings are correct and click **Continue**.
8. Click **Done**.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

## **CHECKING YOUR USAGE**

You can access your usage here: **<http://mybroadbandusage.virginbroadband.com.au>**

You will need to enter your full email address and password to access this page.

# CONFIGURING YOUR WIRELESS CONNECTION

## USING WIRELESS

Your computer must have a Wireless Network Card or adapter in order to connect wirelessly.

**Note:** By default, your Broadband At Home connection is unsecured. An unsecured Wireless connection may be vulnerable to use by others in the local area that are able to detect it. We recommend that you consider using Wireless Security Settings. Please see the Configuring your Broadband Modem instructions on page 12.

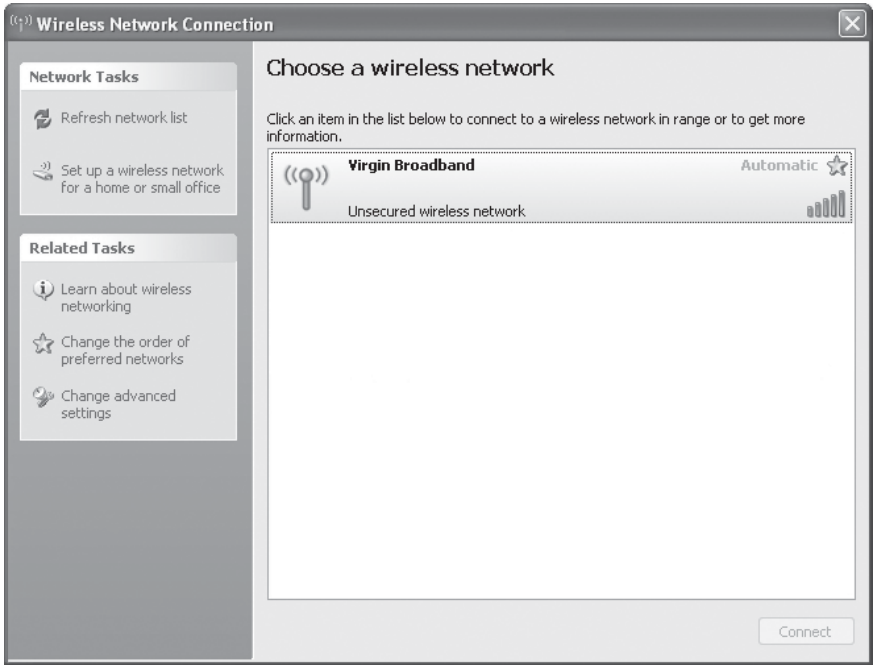
## WINDOWS XP

Click **Start**; choose **Control Panel** then **Network Connections**.

Look for your **wireless network connection**.

1. Right click over this and select **View Wireless Networks**
2. Select the network “**Virgin Broadband**” and click **Connect**. If you have enabled wireless security, you will be prompted to enter your password.
3. Close any open windows, and open your Internet web browser (e.g. Internet Explorer).

You should be online and ready to surf the web!

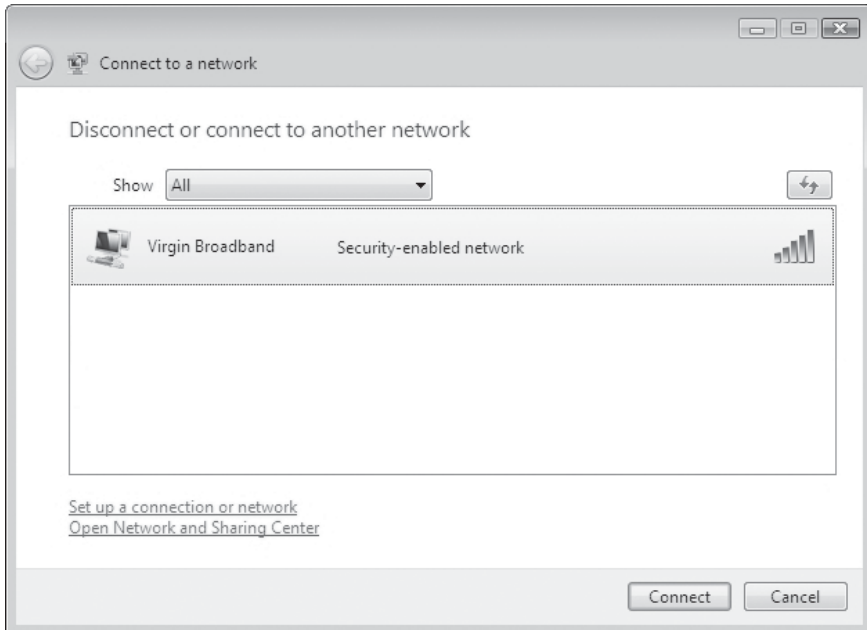


## WINDOWS VISTA

Click **Start**; choose **Control Panel** then Click on the line that says **View Network status and tasks**

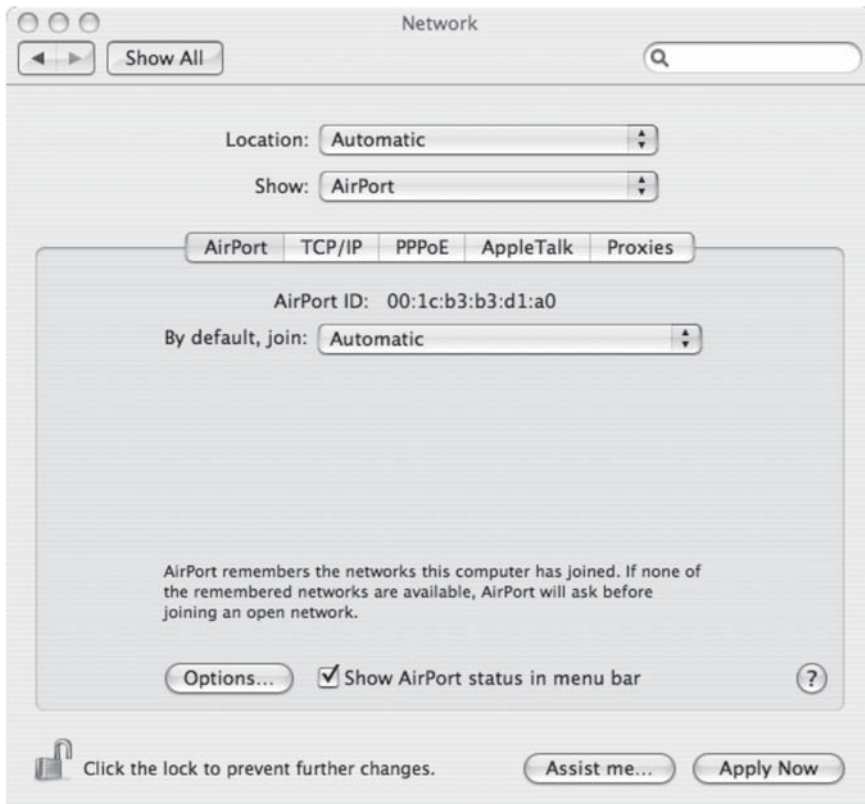
1. On the left of the window, click on the line that says **Connect to a network**
2. Select the network "**Virgin Broadband**" and click **Connect**. If you have enabled wireless security, you will be prompted to enter your password.
3. Your computer will then ask you what type of network this new connection will be. Choose **Public** and then **Close**.
4. Close any open windows, and open your Internet web browser (e.g. Internet Explorer).

You should be online and ready to surf the web!



## APPLE

1. Create a new location:
2. Click **Apple** menu (blue icon top left)
3. Go to **LOCATION** and select **Network Preferences**
4. In the location drop down box select **New location**
5. Name the location (e.g. Virgin Broadband, you can personalise this)
6. In the **Show** drop down (2nd from the top) box select **Network Port Configurations**
7. Untick everything except **Built- in Ethernet/Airport**
8. Click **APPLY NOW**
9. In the **SHOW** drop down box click **Airport** and ensure the following options are correct
10. In **TCP/IP** tab ensure
  - a. Configure IPv4 = USING DHCP
11. Click APPLY NOW if you have made changes and close the window
12. Click back to the **APPLE MENU** and ensure the created location is ticked



# THE MANAGEMENT CONSOLE

This section will give you an overview of the different areas of the Management Console that you may want to use.

## CONNECTION STATUS

This page will display your signal strength and connection type. You will need to login to the modem using the LOGIN button on the bottom left before you can see all the menu icons.

After you have completed the Quick Setup Wizard in the Virgin Broadband Management Console, you will get the Connection Status page every time you go to the Management Console (<http://192.168.1.1>). **Remember:** The default username for the Management Console is **admin** and the password is the one you set during the Quick Setup Wizard.

**CONNECT / DISCONNECT** - To connect to the Internet, click **Connect**, or press the connect button on the top of the Modem. To disconnect from the Internet, click Disconnect or press the connect button on the top of the Modem. When the connection is established **Connected** shows on the Modem display and on the **Connection Status** page in the Management Console.

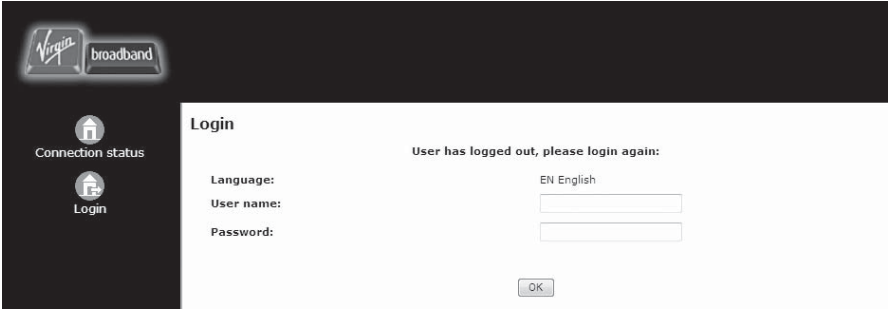
**Automatic refresh off** is set by default. You can change this if you would like the information to update on your screen more frequently but you can also achieve this by clicking the **Refresh** button.



# LOGIN SCREEN

This screen will allow you to login to the Management Console.

- 1. From the **Connection Status** page click **Login** on the left side bar.
- 2. Enter the user name **admin** and password to login to the Management Console. Remember that the username and password are case sensitive.
- 3. Click 'OK'. The 'Connection Status' page is displayed, and the left sidebar shows the options available.



## SMS SCREEN

This feature is currently not available.

## TELEPHONE SCREEN

From the telephone screen you will be able to setup and manage the features for your Virgin Broadband telephone

## CONNECTIONS SETTINGS

This area contains important network connection settings

## SYSTEM SETUP

This area contains the general setup sections for the modem

## ADVANCED SCREEN

This area contains the advanced setup sections for the modem

## LOG OUT

This will log you out of the Management Console



# COMMON TROUBLESHOOTING STEPS

## RESTORING TO FACTORY DEFAULT SETTINGS

You can restore the factory default settings for the Modem when you want to build a new network from scratch, or for troubleshooting purposes.

Note: The Modem will be restored to its factory default values. All personal settings and records on the modem are deleted and you will need to re-specify a password.

While the modem is turned on:

1. Locate the small hole on the bottom of the modem labelled: reset defaults
2. Insert something pointy into the hole, the modem will turn off and then on again.
3. When the modem is on again you can restart the setup if needed.

## CHANGING THE TIME ZONE

By default, the modem clock is updated by the network the first time you connect to the Internet and will be checked every 24 hours or each time you turn the modem on thereafter (unless you've changed this).

The default time zone is "Australia/Sydney (GMT+ 10:00)", this can however, be changed as follows...

1. Log in to the Modem Management Console (<http://192.168.1.1/>).
2. Click on **System Setup** in the left hand menu
3. Find and click on the **Date and Time** icon.
4. Where it says **Time Zone** select your local time zone.
5. Click **Apply** then log out.

## I AM UNABLE TO MAKE AND/OR RECEIVE PHONE CALLS.

### A. Check the physical connections of your phone and Modem.

1. Make sure the Modem is connected to a power point using the supplied power adapter, and the power is turned on. If the Modem is turned on, the display screen should be lit up. If it's not, try pressing the power button, which is the centre one on the top of the Modem.
2. Ensure your phone is connected directly to the Modem using the appropriate socket. The phone socket is the second from the bottom on the right hand side of the Modem.
3. DO NOT under any circumstances connect the Modem to your existing landline wall socket. This may cause permanent damage to the Modem.
4. Check the phone cord to ensure that it is plugged in securely at both ends and is not worn or damaged in any way.
5. If you are using a cordless phone, ensure its base station is connected to the power and turned on. Additionally, ensure that your cordless handset is sufficiently charged.

**B. Ensure that the Virgin Broadband At Home Modem has sufficient network signal.**

The display screen on the Modem includes a signal indicator, just like a mobile phone! This will tell you the strength of the network signal being received by the Modem.

If the Modem has a weak signal or no signal at all, we recommend moving it to different locations in your home to find the best position. Placing the Modem near a window or external doorway should allow it to pick up a stronger signal. Don't be afraid to experiment a bit!

**C. Make sure your phone is set to "Tone" dial, NOT "Pulse" dial.**

Some older style phones have a switch allowing you to set the phone to Tone or Pulse dialling. This switch is generally found on the bottom or the back of the phone, and should be labelled clearly. The Virgin Broadband At Home Modem **only** supports **Tone** dialling.

**D. Restart the Virgin Broadband At Home Modem.**

Turn the Modem off at the power point for approximately two minutes. Turn it back on and allow the Modem to start-up and re-establish a connection with the network.

**E. Check the Telephone settings in the Modem's management console.**

1. Make sure you have connected the Modem to your computer.
2. Open a web browser such as Internet Explorer, Firefox or Safari.
3. Type **192.168.1.1** into the address bar of your browser and press the enter key to load that address.
4. If this is the first time you have accessed the Modem management console, you will be prompted to create a password. Otherwise, log in using the username '**admin**' and the password you created the first time you logged in.
5. Click on the **System Setup** icon in the left hand menu.
6. Click on the **Telephone** icon.
7. Click on the **Telephone Settings** tab.
8. Ensure that the **Dialling Timeout** value is greater than 0 (generally 3-5 is recommended).

**F. Try using a different phone with the Modem.**

There may be an issue with your current phone or its compatibility with the Virgin Broadband At Home Modem. In order to determine if this is the cause of your issue, we suggest trying a different phone. If you don't have a spare phone, perhaps you can borrow one from a friend, family member or neighbour. It should only take a few minutes!

**G. Contact Virgin Broadband Support.**

In order to further diagnose and resolve this issue, please contact Virgin Broadband support on 1300 555 100 between 7am and 11pm, 7 days a week.

## I AM UNABLE TO ACCESS ANY WEB SITES.

### **A. Make sure the Modem is connected to the Virgin Broadband Internet network.**

When connected, the Modem will display the word 'Connected' in the bottom right of the display screen.

**TIP:** If your Modem only shows the time on the display screen, it means that the screen saver is activated. To switch back to the main screen, press the left hand button on the top of the Modem.

If your Modem does not say 'Connected', try pressing the right hand button on the top of the Modem to establish a connection.

### **B. Check the connection between your computer and the Modem.**

If you have connected your computer to the Modem via an Ethernet cable, ensure the cable is secured firmly at both ends. You should see a solid or flashing light adjacent to the Ethernet port on the Modem to indicate a connection.

If you are connected wirelessly, ensure that the connection is active and there are no errors. It may be worthwhile connecting your computer via an Ethernet cable to ensure that the wireless setup is not at fault.

### **C. Check the connection settings in the Modem management console.**

1. Open a web browser such as Internet Explorer, Firefox or Safari.
2. Type **192.168.1.1** into the address bar of your browser and press the enter key to load the address.
3. If this is the first time you have accessed the Modem management console, you will be prompted to create a password. Otherwise, log in using the username '**admin**' and the password you created the first time you logged in.
4. Click on **Quick Setup** in the left hand menu.
5. Locate the field labelled **APN** and ensure it is set to: **VirginBroadband**

### **D. Delete Temporary Internet Files, Cookies and History**

Sometimes temporary files stored locally on your computer can become corrupt and cause problems viewing web pages or can slow your connection - clearing them can help! Here are the steps for the different browser types:

#### **MICROSOFT INTERNET EXPLORER 6.X**

1. From the **Tools** menu, select **Internet Options**.
2. Click the **Delete Cookies** button and then **OK** to confirm.
3. Click the **Delete Files** button, then **OK** to confirm.
4. Click the **Clear History** button and then **Yes** to confirm.
5. Click **OK** to close Internet Options.

### **MICROSOFT INTERNET EXPLORER 7.X**

1. From the **Tools** menu, select **Delete Browsing History**.
2. Click the **Delete History, Files, Cookies** and **Passwords** buttons.
3. Click the **Yes** button to confirm.

### **MOZILLA FIREFOX 2.X**

1. From the **Tools** menu, select **Clear Private Data**.
2. Tick the boxes next to **Browsing History, Cache, Cookies** and **Authenticated Sessions**.
3. Click the **Clear Private Data Now** button.

### **APPLE SAFARI 2.X 1**

1. From the **Safari** menu, select **Clear Cache** and click the **Empty** button.
2. From the **History** menu, select **Clear History**.
3. From the **Safari** menu, select **Preferences** and go to the **Security** tab.
4. Click the **Show Cookies** button.
5. Click the **Remove All** button and then **Remove All** again to confirm.
6. Click Done and close the Preferences window.

### **E. Check the settings in your web browser.**

Your web browser should be set up to establish a direct connection to the Internet through the Virgin Broadband service. Any remaining settings from a previous Internet provider may prevent you from accessing web sites. To ensure your settings are correct follow the steps on pages 12-16.

### **F. Restart your computer and the Modem.**

Turn the Modem off at the power point for approximately two minutes. Turn it back on and allow the Modem to start-up and re-establish a connection with the network. Whilst the Modem is powered down, shut down all open applications and restart your computer.

### **G. Contact Virgin Broadband Support.**

In order to further diagnose and resolve this issue, please contact Virgin Broadband support on 1300 555 100 between 7am and 11pm, 7 days a week.

## THE CONNECTION IS SLOWER THAN EXPECTED.

### **A. Make sure that your computer meets the minimum system requirements for Virgin Broadband At Home.**

To ensure the best experience with your Virgin Broadband service, we recommend that your computer meets the minimum system requirements as outlined on the packaging your modem came in. If it does not meet these requirements, you may want to contact Gizmo on 1300 275 449 or your local computer technician for advice on upgrading.

### **B. Check the type of connection your Modem is establishing.**

The Virgin Broadband At Home Modem supports the following three connection technologies: GPRS, UMTS and HSDPA. In order to obtain Broadband Internet speeds, the Modem needs to establish a connection using either UMTS or HSDPA. GPRS connections will only provide speeds similar to dial up Internet connections.

To determine the connection technology being used by your Modem, refer to the bottom left of the Modem display screen. If it says UMTS or HSDPA, you're good to go! If it says GPRS, then try repositioning the modem to improve your signal strength - generally near a window or high up will give you better results. If you have attempted several positions in your home and are still unable to move from a GPRS signal, please contact us on 1300 555 100.

**TIP:** If your Modem only shows the time on the display screen, it means that the screen saver is activated. To switch back to the main screen, press the left hand button on the top of the Modem.

### **C. Delete Temporary Internet Files, Cookies and History**

Sometimes temporary files stored locally on your computer can become corrupt and cause problems viewing web pages or can slow your connection - clearing them can help! See page 35 for instructions.

### **D. Check the settings in your web browser.**

Your web browser should be setup to establish a direct connection to the Internet through the Virgin Broadband service. Any remaining settings from a previous Internet provider may prevent you from accessing web sites. To ensure that your settings are correct follow the steps on pages 12-16.

### **E. Does this only effect downloads from Peer to Peer or File-sharing applications?**

In order to ensure all customers can enjoy the best possible service, Peer to Peer (P2P) traffic will be 'shaped'; that is to say only a percentage of the total speed will be available for P2P applications. P2P file downloads may take longer than files of equivalent size downloaded direct from a website or server.

So, whilst P2P services can still be used, they may run rather slowly. Virgin Broadband is therefore not really suitable for customers wanting to do a lot of P2P file transfers.

### **F. Restart your computer and the Modem.**

Turn the Modem off at the power point for approximately two minutes. Turn it back on and allow the Modem to start-up and re-establish a connection with the network. Whilst the Modem is powered down, shut down all open applications and restart your computer.

### **G. Contact Virgin Broadband Support.**

In order to further diagnose and resolve this issue, please contact Virgin Broadband support on 1300 555 100 between 7am and 11pm, 7 days a week.

# GLOSSARY

## **802.11b**

A Wireless Local Area Network (WLAN) standard. Provides a transmission speed of up to 11Mbps in the 2.4 GHz band.

## **802.11g**

A WLAN standard. Provides transmission speeds of up to 54Mbps (typically 22 Mbps) in the 2.4 GHz band. Is considered a successor of, and is compatible with, 802.11b. Enables high speed data access from up to 100 meters distance from the base station.

## **Access Point**

Used in WLANs to connect multiple wireless devices to one network.

## **Administrator**

The Administrator (admin) has full access privileges to make changes to the Virgin Broadband Management Console.

## **APN**

Access Point Name. The name or address a mobile device can use to allow it to access the Internet

## **DHCP**

Dynamic Host Configuration Protocol. The Dynamic Host Configuration Protocol is used to configure IP addresses automatically and dynamically. Instead of a fixed IP address, DHCP clients receive their IP address from a central DHCP server or in this case from the modem.

## **DNS**

Domain Name System. Internet service that is used to assign IP addresses to the corresponding readable domain name and vice versa. [www.virginbroadband.com](http://www.virginbroadband.com) is easier to remember than 202.139.186.150

## **Dynamic DNS**

Dynamic Domain Name System. Provides assignment of dynamic IP addresses to fixed domain names. So if the server which is hosting the website is using DHCP, it may have varying IP's, this will point the changing IP to the fixed website.

## **Ethernet**

The most widely used local area network (LAN) access method defined by the IEEE as the 802.3 standard.

## **Firewall**

Technology in the form of hardware or software that controls the flow of data between a private and an unprotected network (LAN and Internet, respectively) or protects an internal network from attacks from the Internet.

## **Firmware**

Pre-installed software required for the Modem to operate.

## **FTP**

File Transfer Protocol (FTP) is a commonly used protocol for exchanging files over any network that support TCP/IP such as the Internet or your network at home.

## **GPRS**

General Packet Radio Service (2.5G). An enhancement to the GSM mobile communications system that supports data packets. GPRS enables continuous flows of IP data packets over the system for such applications as Web browsing and file transfer.

## **GSM**

Global System for Mobile Communications (2G). A digital cellular phone technology that is used around the world, except for Japan and Korea. Operating in the 900MHz and 1.8GHz bands around the world and the 1.9GHz PCS band in the US.

**HSDPA**

High Speed Down-link Packet Access (3.5G). An enhancement to 3G technology that increases the down-link speed 1.8Mb.

**HTTP**

Hypertext Transfer Protocol is a service protocol that allows us to view websites all around the world on our own computers.

**IP address**

The IP address identifies every device connected to the Internet or most networks through a unique address. For example 192.168.1.2.

**Pass-phrase**

A pass-phrase is used as an encryption password and is generally longer than an ordinary password and may contain letters and numbers. For example a WEP or WPA pass-phrase.

**LAN**

Local Area Network. Local computer network that is usually limited by geography. For example a single house, building, office block, school or business. This can then be linked to other networks or the Internet.

**NAT**

Network Address Translation (NAT). Method to convert (mostly Private/Home) IP addresses of a network to other (mostly public) IP addresses of another network.

**Network adapter**

Another word for Network card. The network card is the device that establishes the connection between the network (wireless or wired) and the computer

**Port**

Describes an interface between the operating system, applications and the Internet. Think of a Port as if it's a part of a Highway, different Ports are like different specialised lanes on that highway that handle certain traffic, eg Email, webpages, file transfer, plus many many more.

**SSID**

Service Set Identifier; network name in WLAN which allows stations/computers in the WLAN to find the correct access point. This is called the Network Name on the MAC OS

**TCP/IP**

Transmission Control Protocol / Internet Protocol; this is the transport protocol on which the data transmission on the Internet is based.

**UMTS**

Universal Mobile Telecommunication System (3G). A global standard for third generation mobile technology. UMTS in its initial phase offers bit rates of up to 384 kbps, both up-link and down-link.

**URL**

Uniform Resource Locator is an Internet address, such as [www.virginbroadband.com.au](http://www.virginbroadband.com.au)

**WAN**

Wide Area Network is a network mainly working across great geographical distances.

**WEP**

Wired Equivalent Privacy; describes a 64 or 128 bit encryption process used for wireless LANs.

**WLAN**

Wireless Local Area Network is a remote technology for wireless networking.

**WPA**

Wi-Fi Protected Access is a 256-bit encryption method for a WLAN.

**WPA2**

A more secure version of WPA with implementation of the 802.11i standard.

# SPECIFICATIONS

## UMTS

FDD UMTS, 850/1900/2100 MHz, HSDPA

## LAN

Ethernet 10BaseT/100BaseT, Auto MDIX

## WLAN

IEEE 802.11 b/g WLAN

## Security

64 bit and 128 bit WEP Encryption WPA/WPA2 Encryption Port and URL Filter DMZ Support Firewall, three predefined levels VPN tunnelling, PPTP, Ipsec, L2TP

## Display

Monochrome 128 x 64 Pixel OLED display Status information, Missed/Incoming calls, current time (hours:minutes), clock synchronization over the Internet (NTP), Signal strength, Number of WLAN connections, Screen saver

## Buttons

On/Off, Connect/disconnect, UMTS Display information, Restore factory defaults

## Connectors

Power connector RJ-45 Ethernet RJ-11 POTS telephone SIM card holder, External antenna connector (GSM/UMTS)

## User Interface

Device configuration with local web browser (no software installation required)

## Power adapter

Input 110-240V, 50-60Hz Output 5V DC, 2.4A

## Dimensions

150 x 100 x 32 (W x H x D in mm)

## Weight

255g, excluding power adapter Operating Environment Indoors 0 °C - 60 °C Humidity 5% - 95%



# GUIDELINES FOR SAFE AND EFFICIENT USE

The modem contains sensitive electronic components. For safe and efficient use, please follow these guidelines:

The Modem is intended for use only when powered by the external power supply it comes with. The use of any other power supplies may cause permanent damage to the Modem. Please contact Virgin Broadband for a replacement power supply. Do not connect the POTS (phone) line on the Modem to a telecommunication network outlet (wall mounted phone sockets)! The equipment could be damaged, and there is a risk of electrical shock!

Only use the Modem indoors and in a dry location (don't try stationing it outside for better reception). Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool, or any other area where moisture may form.

This device is suitable for use within Australia, using 240V mains power, with the supplied 5V power pack provided. Use of any other power source may damage the modem! Do not install this product in direct sunlight. Slots and openings in the enclosure are provided for ventilation and to ensure reliable operation of the device and to protect it from overheating so these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or anything that generates heat. This product should not be placed in a built-in installation such as a bookcase or rack unless it has proper ventilation. Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Never spill liquid of any kind on the product. Use a damp cloth for cleaning. CAUTION! There is risk of fire and electrical shock!

## **WARNING:**

THIS EQUIPMENT WILL BE INOPERABLE WHEN MAINS POWER FAILS.

## **COPYRIGHT**

Copyright © 2007, Option Version 2.1.1 Information about Option Modem may change without prior notice. Information published in this user guide is accurate at the time of publication. Although all security precautions were taken during the creation of this user guide, Option is not liable toward persons or organisations for losses or damages caused either directly or indirectly due to instructions contained in this user guide.

All brands and registered brands are property of their respective owners. Service may be changed, added or deleted.

The content of this user guide was accurate at the time of publication.

# MY PASSWORDS

Having trouble remembering all of your passwords? Here's a little cheat sheet you can use to jot down your usernames and passwords in case you forget!


Make sure your passwords are secure at all times!

	USERNAME	PASSWORD
MY ACCOUNT (where you can log in online to check bills, request number porting etc)	Your phone number _____	6 digit PIN _____
YOUR MODEM'S MANAGEMENT CONSOLE	(Default username: admin)	
E-MAIL ADDRESS 1 (Primary) (use this to access your usage information)	_____@virginbroadband.com.au	
E-MAIL ADDRESS 2	_____@virginbroadband.com.au	
E-MAIL ADDRESS 3	_____@virginbroadband.com.au	
E-MAIL ADDRESS 4	_____@virginbroadband.com.au	
E-MAIL ADDRESS 5	_____@virginbroadband.com.au	
WIRELESS SECURITY	Encryption type: (eg) WEP/WPA/WPA2	



**WARNING**

**THIS EQUIPMENT WON'T WORK IF  
THERE IS A MAINS POWER FAILURE.**

 Please recycle me



[virginbroadband.com.au](http://virginbroadband.com.au)